Mastering Communication

Nicky Stanton


This book is aimed at people who want to improve their communication skills and their knowledge of how communication works in organisations. It may be of interest to students from school to university level as it provides a broad introduction to all the factors involved in communication. As such, it is really an introductory text but it can also provide useful reminders to even the most experienced communicator.

Mastering Communication is easy to read, thanks to simple text, short chapters and lots of examples and exercises. Each aspect of communication gets its own chapter: speaking, listening, interviewing, being interviewed, faster reading, better reading, giving a talk, using visual aids, writing letters, writing reports, and many more.

The book is literally packed with useful tips, the sorts of ideas you would pick up if you attended a host of one-day courses on topics as diverse as telephone techniques and report writing. If everyone entering employment for the first time had read a book like this and absorbed even half of it, businesses would run more smoothly.

Anyone taking on a communication-related role for the first time could do a lot worse than to start with this book. It provides a good grounding for a range of qualifications, from GCSEs to ‘A’ levels, from NVQs to professional courses — including the City & Guilds examinations in technical communication.

About the author

Nicky Stanton is a management consultant and trainer in management development and communication. She has worked in industry as a training officer and in education as a senior lecturer in communication and head of a business studies department.